

EPSON PRODUCT SUPPORT BULLETIN

Date: 06/10/2009 **Originator:** DS
TIB #: PSB.2009.06.002 **Authorization:** *Kps*
Reference: TI 09-08j Rev. A **Total Pages:** 8
Product(s): PowerLite 735c / 737c / 745c / 755c / 765c / 835p / 1705/1715/1815/1825/7850p / 8300 with EasyMP.net option, Pro G5150/G5350 / 1725 / 1735W / 85 / 825 / 826W
Subject: Release of EMP NS Connection for Windows & Mac Upgrade from v2.50 to v2.51

This bulletin was created to inform you of the release of the new version 2.51 of the EMP NS Connection software.

Description of Change:

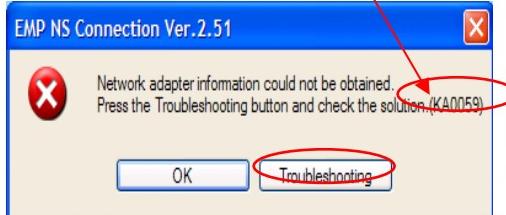
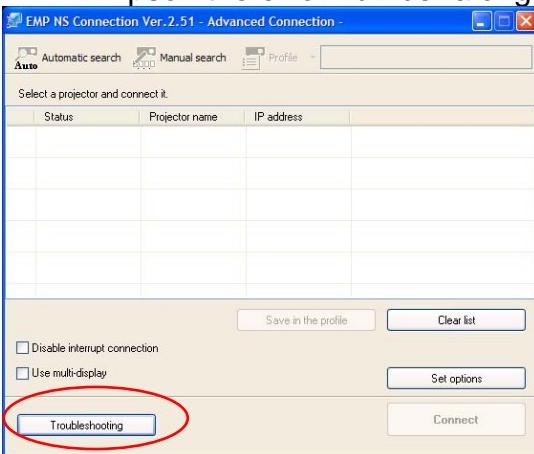
Improvements have been made to the EMP NS Connection utility.

Reason:

The improvements to NS Connection V2.51 are as follows

Improvements (V2.50) (V2.51

Improvements	<ul style="list-style-type: none">■ Addition of 10 new languages: Arabic, Ukrainian, Romanian, Indonesian, Croat, Slovak, Bulgarian, Malay, Vietnamese and Hebrew.■ Addition of troubleshooting function (Windows Only) When pressing the troubleshooting button, the corresponding troubleshooting and error number is displayed in the error message window.<ul style="list-style-type: none">• When experiencing problems with NS Connect, please report to Epson the error number along with the failure information.
--------------	--



Red arrow pointing to the 'Error number' text in the troubleshooting dialog box.

NS Connection Troubleshooting

Show Back Home Print

> Return to Top Page > Problems with NS Advanced Connection Mode

**Was the target projector found?
If it was not found, check the points below.**

Is the power (switch) of the projector turned on?
When using a wireless environment: Are the computer and projector connected in a wireless LAN environment (infrastructure)?
When using a wired environment: Is the network environment suitable for the computer and projector?

Is the power (switch) of the projector turned on?

Turn on the projector power.

When using a wireless environment: Are the computer and projector connected in a wireless LAN environment (infrastructure)?

Check the setting of the projector wireless LAN.
From the Projector menu, check that the setting for **Network–Wireless LAN–Connection Mode** is Advanced Connection Mode.

Also you can access troubleshooting by clicking **Start → All programs → EPSON Projector→EMP NS Connection→EMP NS Connection V2.51 Troubleshooting**.

NS Connection Troubleshooting

Show Back Home Print

Return to Top Page

NS Connection Troubleshooting

This explains the solutions for problems when using NS Connection connected to a network.

Problems with NS Quick Connection Mode
This explains problems and solutions for the Quick Connection Mode of NS Connection.

Problems with NS Advanced Connection Mode
This explains problems and solutions for the Advanced Connection Mode of NS Connection.

Safety Information
Trademarks and Notation

01 ENG

- Fixed error message displayed by the NVIDIA utility

Failure Symptom

When starting Quick Wireless/USB Display/NS Connection on a PC with the built-in NVIDIA graphics chip (ex.ThinkPadT61 NVIDIA Quadro NVS 140M/NVIDIA Quadro FX 570M Display Driver), the NVIDIA utility displays consecutive error messages. As a result, some PCs will experience a lock-up.

Countermeasure

Hardware acceleration level is set to 3 when Quick Wireless/USB Display/NS Connection are being used.

Limitation

By setting hardware acceleration level to “3”, the mouse cursor flickers more visibly than the setting of “None”. This symptom can be avoided by unchecking the box for **Transfer Layered Window** on the Adjustment performance tab in the **Set Options** window of NS Connection.

Note: When NS connection is being used, and the hardware acceleration setting is changed manually, at next startup, NS connection starts with the same setting level of hardware acceleration.

Limitation	<p><u>All Operating Systems</u></p> <ul style="list-style-type: none"> • When using EAP type of security that consumes a lot of CPU resources, projectors may disconnect from NS connection. The solution is to click Set Options of NS Connection and set Adjust Performance to Fast. • It takes more time for the PowerLite 1725 / 1735W / 1825 / Pro G5150 / Pro G5350 projectors to disconnect from NS connection as compared to the PowerLite 1705 / 1715 / 1815 projectors, due to the limitation of the new OS (WindowsCE) on IM-X4 projectors. • To avoid conflicts between the Quick Wireless and other makers' utilities, when the Quick Wireless starts, this version stops services of the other utilities listed in the attached file (Exhibit 1). When quitting Quick Wireless, the other utilities resume their services. • In the network environment using IEEE 802.11 b/g standards, the wireless connection may drop under the following conditions. Due to specification of wireless controllers, some wireless controllers don't send their beacon periodically. Even if a projector is connected to a PC via wireless, if the projector doesn't detect the beacon for 11b signal for a certain period (30 – 60 seconds) from the PC , the projector judges that there isn't any PC using the11b signal in the network and switches to communication with11g (default) signal. On the other hand the PC still tries to communicate with 11b. As a result, the wireless connection between the projector and the PC drops. <p><u>Solutions to this problem:</u></p> <ol style="list-style-type: none"> a. Establish a wireless communication between the PC and projector via 802.11a signal. <p><u>Windows OS</u></p> <ul style="list-style-type: none"> • Due to a limitation of the module VLC for the Movie Sending mode of the IM-X4 version projectors, when IM-X4 projectors display MPEG2 and WMV images in Movie Sending mode via NSC V2.40, fast-forward and rewind functions cannot be used. When IM-X3 projectors display MPEG2 via NSC V2.40, fast-forward and rewind functions can be used. <p><u>Windows Vista OS</u></p> <ul style="list-style-type: none"> • Multi screen display function cannot be used • Virtual display driver cannot be installed in PC. • When UAC (User Account Controls) screen is being displayed, the projected image pauses. • The Motion picture of Windows photo gallery cannot be projected in full-screen mode. • Still images and motion pictures from Windows Media Center cannot be projected in full-screen mode. • Since NS Connection can capture Layered windows, the tool bar of NS Connection is projected. • • • When projecting images via NS Connection, mouse cursor might blink depending on PC specification.
-------------------	--

	<p><u>Macintosh OS</u></p> <p>In case of uninstalling NSC V2.20 or later version, it is possible to uninstall by following 2 methods.</p> <ul style="list-style-type: none"> - Delete by installer exclusively for NSC version which you want to uninstall. <p>For example, when you want to uninstall NSC V2.40, you need to use installer for NSC V2.40. NSC V2.20 and later version can not be uninstalled automatically by different version installer.</p> <ul style="list-style-type: none"> - Delete manually.
--	---

System Requirements:

OS	Windows 2000 SP4/ XP Home Edition/ XP Professional(32bit) /Vista SP1 Home Basic / Home / Premium / Ultimate / Business / Enterprise(32bit) Mac OS X 10.3 minimum, OS 10.3.9/10.4.5/10.5.1 recommended
CPU	Windows: Mobile Pentium III 1.2GHz at least (Pentium M1.6GHz at least recommended) Mac: Power PC G3 900MHz at least recommended
Memory	At least 256MB (At least 512MB recommended)
Available hard disk space	At least 20MB
Display	Minimum- VGA(640x480), Maximum- UXGA (1600 x 1200) 16-bit color or more

Obtaining the Update:

Download epson13123.exe from www.epson.com to the version 2.50 update for NS Connection.

The files are extracted and copied to C:\EPSON\epson13123_EMP_NS_Connection_251. The user should be directed to this folder to find the bulletin. The program will automatically install after the download file is extracted.

Note: on the Mac, the extraction process copies the epson13124_EMP_NS_Connection_251 folder to the desktop. The program and bulletin are inside this folder. The user will double-click on NSCv2.51_Installer to start the installation process.

Software Upgrade History:

Version	Release date	Remarks
1.00	December 25, 2002	New release
1.10	January 1, 2003	Release for PowerLite 7850p
1.20	September 10,	Improved the transfer rate specification for PowerPoint

	2003	images
1.30	May 31, 2004	Support added for WPA and LEAP
1.31	June 18, 2004	Improved screen problem issue
1.32	January 18, 2004	Improved the internal function of connecting to the projector
1.40	April 1, 2005	<ul style="list-style-type: none"> • Addition of Presentation Mode and Interruption Prevention function • Able to present with video set for 32 bit color • Function improvement with Excel and PowerPoint • Improved ESSID search lockup prevention when certain LAN adapters and drivers are used
2.00	2006/06/20	<ul style="list-style-type: none"> • Addition of multi screen display function • Addition of movie sending mode • - Improvement of connection and usability
2.10	2006/12/08	<ul style="list-style-type: none"> • Improvement in the ability to search projectors by Automatic Search. (For Windows) • Improvement in the operability of choosing projector. • Improvement in operability and visibility of "Connect" button. • Preventing Virtual Display from being used as primary display. • Improvement in the ability of image processing speed. (For Mac) • - Change the packet size for a connection request command used by Quick connection.
2.20	2006/05/29	EMP NS Connection V2.20 supports Windows Vista (Home Basic /Home Premium/Ultimate/Business/Enterprise).
2.30	Nov. 27, 2007	<ul style="list-style-type: none"> • Supported picture transfer for EMP-1825 • Improved wireless search and connection abilities. • - Added video format supporting movie sending mode
2.40	Mar. 24, 2008	<ul style="list-style-type: none"> • EMP NS Connection V2.40 supports Windows Vista Service Pack 1 • - Supports 24 languages
2.50	Jun.2,2008	<p>Supported image transfer and virtual display of 1280 x 768</p> <ul style="list-style-type: none"> • Changed the operation method to prevent NS connection from being blocked by Windows Firewall <p>Added another wireless LAN utility that NS connection supports</p>
2.51	Feb.9,2009	<ul style="list-style-type: none"> - Addition of supported models (PowerLite-85/825/826W) - Addition of supported languages - Addition of troubleshooting function (Only for Windows)

[Exhibit 1] Wireless LAN client list that NSC V2.30 and V2.40 stops their service process

	Manufacturer Name	Adapter Name	Wireless LAN Utility Name
Supported by V2.30	D-Link	Air Plus XTREMEG DWL-G650	D-Link AirPlus XtremeG Utility (CD)
	NETGEAR	WN511T	Smart Wireless Utility Ver.1.1.5.9(CD)
	BUFFALO	Buffalo all products	Client Manager 3 Ver.1.2.10(Web)
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.4 or later
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.3.71
	Logitec	Logitec LAN-WAG/U2 Wireless LAN Adapter	Logitec Wireless LAN Client Utility
	Linksys	Wireless-G Notebook Adapter v.5.0	WPC54G-JP setting utility
	NETGEAR	WG511AJP	NETGEAR WG511A Smart Wizard Ver3.2.3.306
	NETGEAR	WGM511	NETGEAR SMART WIZARD -Wireless Assistant WGM511 Ver 1.0.0.7
	NETGEAR	WPNT511	NETGEAR WPNT511 SMART WIZARD Ver1.1.3.0
	Linksys	WPC300N	Wireless-N Notebook Adapter Wireless Network Monitor v1.05
	Linksys	WPC54G	Wireless-G Notebook Adapter Wireless Network Monitor Ver 3.1
	Linksys	WPC54GX4	Wireless-G Notebook Adapter with SRX400 Setup Wizard V1.1
	Linksys	WUSB54GP	Wireless-G Portable USB Adapter WLAN Monitor v1.05
	Linksys	WUSBF54G	Wireless-G USB Adapter with Wi-Fi Finder
	NETGEAR	WG511 v2	

EPSON PRODUCT SUPPORT BULLETIN

Date: 04/20/2009 **Originator:** JAM
PSB #: PSB.2009.06.001 **Authorization:** *Kas*
Reference: TI 09-05e Rev. A/B **Total Pages:** 5
Product(s): PowerLite 735c / Cinema 500 / 737c / 745c / 755c / 765c / 830p / 835p /
1705c / 1715c / 6100i / 6110i / 7800p / 7850p / 7900NL / 8300i / 8300i with
EasyMP.net module / 9300NL / 1815p / 1825 / 822p / 83c / 822+ / 83+ /
G5000 / Pro G5150 / Pro G5350 / Pro G5200W / 1725 / 1735W / 400W /
410W / 84 / 85 / 825 / 826W
PowerLite 61p / 81p / 82c / 821p / 1810 / 260d (Latin America) / 280d (Latin
America) with TCP/IP to Serial converter
Subject: Release of EMP Monitor for Windows version 4.30

This bulletin was created to inform you of the release of the new version 4.30 of the Epson EMP Monitor software utility.

Description of Change:

Improvements have been made to the EMP Monitor software utility.

Note: For the PowerLite 61p / 81p / 82c / 821p / 1810 / 260d (Latin America) / 280d (Latin America) models, a serial to TCP/IP conversion adapter is necessary. The function of Auto Update does not work for these models. You need to manually click on refresh to get an updated status of projectors.

Reason:

The improved points of version 4.30 are as follows:

Application	EMP Monitor
Version upgraded	Version 4.22 → Version 4.30
Improved points	<p>(1) Addition of 7 new languages</p> <ul style="list-style-type: none">- Indonesian, Croat, Slovak, Bulgarian, Malay, Vietnamese, and Hebrew <p>Existing 27 languages</p> <ul style="list-style-type: none">- Chinese (Traditional), Netherlands, Danish, Polish, Hungarian, Czech, Romanian, Slovene, Norwegian, Swedish, Finnish, Russian, Ukrainian, Greek, Turkish, Arabic (Windows NT4 does not support), English, Japanese, French, German, Italy, Spanish, Portuguese, Chinese (Simplified), Korean, Catalan, Thai

(2) Addition of Input Source (Only PowerLite 84 / 85 / 825 / 826W)

Previous version of EMP Monitor included USB Display, USB and LAN as one source: EasyMP.

The input source buttons for USB display, USB, and LAN are available as separate input sources as shown below:

- Old version - EMP Monitor V4.22
EMP Monitor V4.22



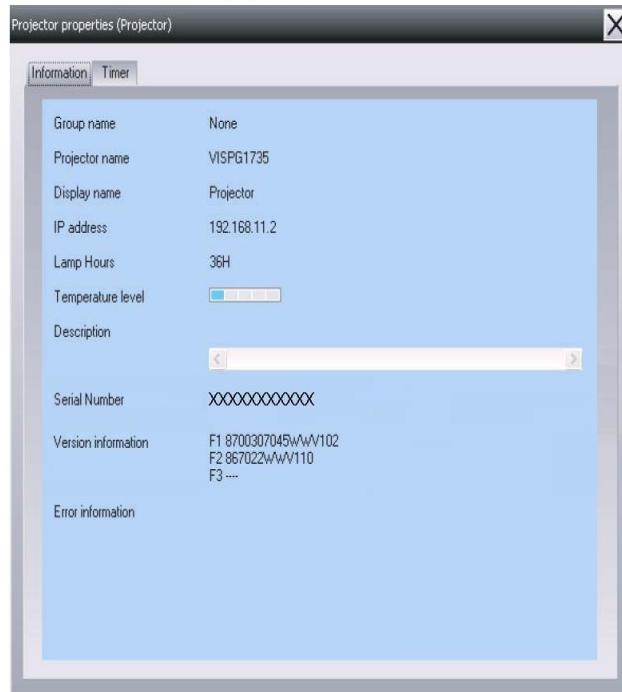
- New version - EMP Monitor V4.30
EMP Monitor V4.30



(3) New feature for the PowerLite 84 / 85 / 825 / 826W.

Displays projector's serial number in the Menu settings

- The projector's serial number is now displayed in the projector's menu under "info",
- EMP Monitor can also display the projector's serial number as shown below:



Limitations	When the PowerLite1725 / 1735W exhibit a Lamp Cover Open error state, EMP Monitor cannot detect the error. The reason is that when the lamp cover is opened, the primary power source that reports the error state to EMP Monitor is turned off immediately. This is different from other models which make the secondary power source turn off under the same condition.
--------------------	---

Note: EMP Monitor Ver. 4.xx is not compatible with EMP Monitor Ver. 3.05 and earlier versions. EMP Monitor Ver. 4.xx cannot read the setting files of EMP Monitor Ver. 3.05 and earlier versions.

System Requirements:

OS	<ul style="list-style-type: none"> Windows 98 SE / Me / NT 4.0 (SP6) *Except Arabic and Hebrew / Windows 2000 Pro / XP Home Edition / XP Professional (32 bit) / Vista Home Basic / Home Premium / Ultimate / Business / Enterprise (32 bit) *Except Ukrainian / Vista SP1 Home Basic / Home Premium / Ultimate / Business / Enterprise (32 bit) Internet Explorer Ver. 5.0 or later must be installed
CPU	Minimum: Pentium MMX 166 MHz (Recommended: Pentium II 233 MHz or higher)
Memory	At least 64 MB (Recommended: 128 MB or above)

Available hard disk space	At least 50 MB
Display	SVGA (800x600) or higher resolution, 32 bit or higher display color

Obtaining the Update:

Download epson13055.exe from www.epson.com to get the version 4.30 update for EMP Monitor. The files are extracted and copied to C:\EPSON\epson13055_emp_monitor_430.

This file is a self-extracting archive and will start the installation utility for EMP Monitor. Follow the on-screen instructions during the installation process.

Software Upgrade History:

Version	Release date	Remarks
3.00	December 25,2002	Supported PowerLite 735c
3.01	February 26,2003	Supported PowerLite 7800p / 8300i
3.02	April 18,2003	Supported PowerLite 7850p / 8300i with EasyMP.net option module
3.03	November 21,2003	Supported PowerLite Cinema 500
3.04	April 1, 2004	Supported Serial -TCP/IP conversion adapter for PowerLite 61p / 81p
4.01	October 18, 2004	Supported projectors that are configured on a large-scale network.
4.02	August 29, 2005	Addition of timer function and auto search function by specifying IP addresses. Improvement of communication logs size.
4.10	May 8, 2006	Addition of new functions, Improvement of usability, and Corresponding to PowerLite 6100i.
4.20	May 15, 2007	EMP NS Connection V2.20 supports Windows Vista (Home Basic / Home Premium / Ultimate / Business / Enterprise).
4.21	September 26, 2007	Supported 25 languages
4.22	March 31, 2008	Supported 27 languages Addition of new Error Information Supported Video (BNC)
4.30	April 3, 2009	Supported 34 languages Additional Input Sources Displays projector's serial number in Menu settings

	Linksys	WPC54GX	Wireless-G Notebook Adapter With SRX Wireless Network Monitor v. 1.2
Supported by V2.40	Linksys	WUSB54GSC	Compact Wireless-G USB Adapter Wireless Network Monitor v1.05
Supported by Quick Wireless Connection V.1.00 / NSC V2.50	Atheros		Atheros Client Utility
Supported by Quick Wireless Connection v1.02 / NSCv2.51	Broadcom	BCM4311 / BCM2050	Broadcom Wireless Utility
	NETGEAR	WN511B	NETGEAR WN511B Smart Wizard Utility
	NETGEAR	WG111v3	NETGEAR WG111v3 Smart Wizard Utility
	NETGEAR	wn111	NETGEAR WN111 Smart Wizard Utility
	NETGEAR	WUSB600N	Linksys Wireless Network Monitor
	PLANEX	GW-US300MiniW	PCI GW-US300MiniW Utility

*1: Because Access Connection service stops, power display of Power Manager becomes invalid.